

MTC Becomes the Premier Source of Traveler Information for Efficiency and Choice in Mobility



**1.5 MILLION
TRIPS DAILY**

accommodated by
Bay Area Transit
Systems

42,000 LANE MILES

of local streets and
roads over nine coun-
ties and 101 cities.

**DATA FEEDS FROM
33 AGENCIES**

integrating public,
private and
real-time data

Metropolitan Transportation Commission 511 NextGen Platform

San Francisco/Bay Area, California

The Metropolitan Transportation Commission, or MTC, is the transportation planning, financing, and coordinating agency for the nine-county San Francisco Bay Area. MTC collaborates with a network of other public agencies to help support the streets, roads, highways, transit systems, and other transportation resources that help millions of people get to where they need to be. The Bay Area's nine counties and 101 cities maintain over 42,000 lane-miles of local streets and roads, and Bay Area transit systems accommodate some 1.5 million trips each day.

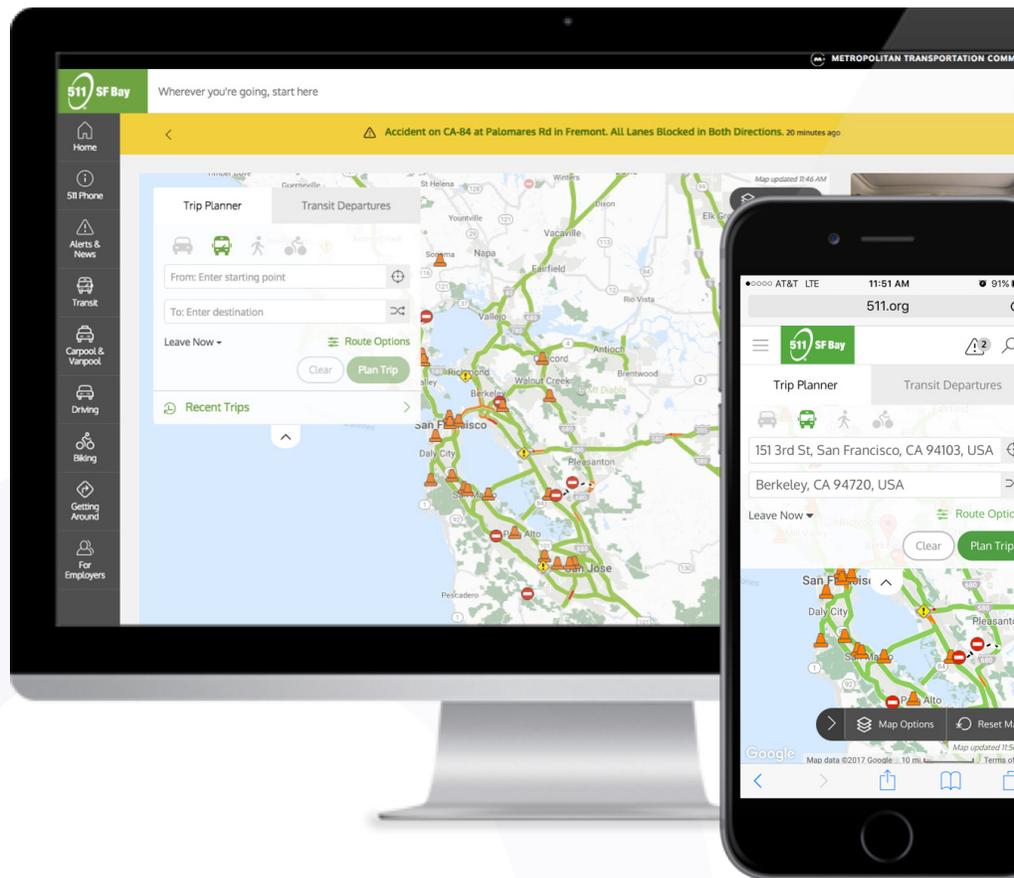
The Challenge

As the Bay Area population has grown, congestion has increased. The economic and environmental impacts of this congestion demanded solutions to improve efficiency in mobility. The original 511.org system grew out of this demand. However, it was expensive to maintain and unwieldy to manage due to custom data sources and legacy software hosted on colocated hardware. MTC desired a Next Generation 511 system that provided choice and efficiency in mobility for the 8 million residents, visitors and workers it serves, while leveraging the latest technology advances to reduce cost.

The CivicConnect Solution

The CivicConnect[®] Platform allows MTC to provide a web front end that integrates and manages data from over 30 transportation agencies on everything from stops to real-time departure information. These agencies include ferries, CalTrain, BART, buses, shuttles, bike routes, car-pool/vanpool, and even new or planned transit such as on demand shuttles. The system also integrates available

parking locations, real-time camera feeds, digital displays and more. All of this data is ingested and made available to benefit residents and visitors alike on the mobile-responsive MTC NextGen 511 site. The new site is built using industry standard data feeds and uses open source platforms hosted in the cloud. The system features a multi-modal trip planner that offers a side-by-side comparison of trip options and displays valuable information on travel time and cost, and provides tools for easy personalization—meaning each user can set individual preferences. MTC also uses the system to communicate transportation alerts and emergency information.



The CivicConnect Impact

Together, MTC and CivicConnect are making the NextGen 511 site the Bay Area's premier source of traveler information. Built on the CivicConnect Platform, the NextGen 511 site also provides valuable analytics for MTC to better understand system users' transportation needs and to improve services for more efficient urban mobility. The NextGen 511 site reduced MTC's operating costs while serving over 20,000 unique users each day.

Moving forward, all of the NextGen 511 site's custom, public and private data sources will feed into the CivicConnect Platform, so the NextGen System can serve as a single source of standardized and accessible mobility information and choices.

CivicConnect provides a growing suite of augmented reality-based mobile applications and other digital solutions for urban mobility built on the CivicConnect Platform. This cloud-based platform enables the rapid deployment of applications while providing cities valuable data for analysis. CivicConnect products are based on fifteen years of public sector experience.